ATTACHMENT K

PERFORMANCE MATRIX

Desired Outcomes	Required Service	Performance Standard	Monitoring Method/Frequency	Incentives/Disincentives for Meeting or Not Meeting the AQL
Provide armed security guard services at USPTO HQ at Alexandria, VA, and Arlington, VA, 24 hours a day, 7	Entrance Control	IAW the SOW, CGIM and USPTO orders. Guards must respond to information requests immediately. Guards must examine packages and individuals for contraband. Review of identification is timely, accurate and	Periodic observation and random testing by the COTR.	Deduction of \$500 of the contract invoice for every occurrence that illegal items/contraband is allowed into USPTO space.
days a week, 365 days a year		complete. A daily report is submitted to the Supervisor identifying any packages, etc. that contained inappropriate items.	Acceptance of the report.	Deduction of \$100 from the contract invoice for every day the report is late. The Contractor's performance (positive and negative) shall
	Fixed Posts Properly Staffed	IAW the SOW, CGIM and USPTO orders. Fixed Posts shall be manned at all times. Guards must be knowledgeable of all information and procedures in post orders and other related documents.	Periodic observation by the COTR.	be documented in evaluation reports. For any portion of the first hour and every hour that a post is unattended, there will be a deduction of \$200 from the contractor invoice.
		Guards must notify the Supervisor immediately of all incidents, and shall submit an incident report to the Supervisor within 1/2 hour. The Supervisor must notify the COTR and provide a copy of the report to the COTR the next duty day. The report must be complete and accurate.	Acceptance of the report.	For every day the referenced report is late, \$100 will be deducted from the contract invoice. The Contractor's performance (positive and negative) shall be documented in evaluation reports.
	Roving Patrols Properly Staffed	IAW the SOW, CGIM and USPTO orders. The guard shall immediately report to the Supervisor any deficient areas through the building (hazardous conditions, etc.).	Periodic observation and surveillance by the COTR.	For any portion of the first hour and every hour that a post is unattended, there will be a deduction of \$200 from the contractor invoice.
		By the end of the guard shift, a report shall be submitted to the Supervisor. The report must be accurate, complete and timely. Hazardous conditions are reported immediately to bldg management and the on duty supervisor.	Acceptance of Report by the COTR.	For every day the referenced report is late, \$100 will be deducted from the contract invoice. The Contractor's performance (positive and negative) shall be documented in evaluation reports.

Response to Emergencies	IAW the SOW, CGIM and USPTO orders. Guards shall immediately respond upon dispatch, and report to the Supervisor all emergencies and incidents.	Random surveillance by the COTR.	A \$250 deduction from the contract invoice for failure of the guard to respond immediately to emergencies and incidents.
	During normal business hours, guards shall <u>arrive on scene</u> at medical or lifethreatening emergencies within 5 minutes of dispatch.	>>>>>>>	Deduction of \$1000 of the contract invoice for failure of the guard to arrive on scene at medical or life-threatening emergencies in the time specified.
	During normal business hours, guards shall <u>arrive on scene</u> at breach of security alarms within 5 minutes of dispatch.	>>>>>>>>	A \$250 deduction from the contract invoice for failure of the guard to arrive on scene within the specified time to breach of security alarms.
	The guard shall prepare a report within 1/2 hour after conclusion of the incident. By the end of the guard shift, a written	Acceptance of Report by the COTR.	For every day the referenced report is late, \$100 will be deducted from the contract invoice.
	report shall be submitted to the Supervisor. The report must be accurate, complete and timely.		The Contractor's performance (positive and negative) shall be documented in evaluation reports.
Following Building Rules and Regulations,	IAW the SOW, CGIM and USPTO orders. Notification is made immediately to the Supervisor, when a non-compliance issue is addressed. A daily report is	Random surveillance by the COTR.	A \$250 deduction from the contract invoice for each occurrence where guards fail to follow rules, regulation and orders.
Post Orders, Special Orders and	submitted to the Supervisor. The report must be accurate, complete and timely.	Acceptance of Report by the COTR.	For every day the referenced report is late, \$100 will be deducted from the contract invoice.
Directives			The Contractor's performance (positive and negative) shall be documented in evaluation reports.
Uniformed and Equipped Properly	IAW the SOW, CGIM and USPTO orders. All guard personnel shall report for duty fully uniformed, well groomed, and equipped. Uniforms must conform to all specifications in SOW or GSA	Random surveillance by the COTR.	A \$100 deduction from the contract invoice for each occurrence of improper uniforms and equipment or lack of equipment.
	specifications. All guards must carry identification and credentials. Equipment listed in SOW or GSA specifications must be available at post and fully operational.		The Contractor's performance (positive and negative) shall be documented in evaluation reports.
Program Management	The PM provides duties IAW the SOW. Effective in dealing with guards, staffing and government issues/concerns.	COTR and CO review.	The Contractor's performance (positive and negative) shall be documented in evaluation reports.